“Holiday Travel Vehicles sells new recreational vehicles and travel trailers. When a new vehicle arrives at Holiday Travel Vehicles, a new vehicle record is created. Included in the new vehicle record are a vehicle serial number, name, model, year, manufacturer, and base cost.

When a customer arrives at Holiday Travel Vehicles, (s)he works with a salesperson to negotiate a vehicle purchase. When a vehicle purchase has been agreed to, a sales invoice is completed by the salesperson. The invoice summarizes the purchase, including full customer information, information on trade-in vehicle (if any), the trade-in allowance, and information on the purchased vehicle. If the customer requests dealer-installed options, they will be listed on the invoice as well. The customer may decide to have no options added to the vehicle, or may choose to add many options. The invoice also summarizes the final negotiated price, plus any applicable taxes and license fees. The transaction concludes with a customer signature on the sales invoice.

Customers are assigned a customer ID when they make their first purchase from Holiday Travel Vehicles. Name, address, and phone number are recorded for the customer. The trade-in vehicle is described by a serial number, make, model, and year. Dealer installed options are described by an option code, description, and price.

Each invoice will list only one customer and one new vehicle. A person does not become a customer until heir purchase a vehicle. Over time, a customer may purchase number of vehicles from Holiday Travel Vehicles.

Every invoice must be filled out by only one salesperson. A new salesperson may not have sold any vehicle, but an experienced salesperson has probably sold many vehicles.

A customer may trade-in no more than one vehicle on the purchase of a new vehicle. The trade-in vehicle may be sold to another customer, who later trades it in on another one new vehicle.”

A customer can search the Holiday Travel Vehicles catalog online. The salespeople will have a PDA to access the system using a wireless communication.